



VA TRUST REPORT

JULY 1 – SEPTEMBER 30, 2021

VA.GOV/TRUST

U.S. DEPARTMENT OF VETERANS AFFAIRS

Updated November 8, 2021



Current VA-Wide Trust Score: 76% (↓ 2.0%)

7/1/21 - 9/30/21



Male Veteran Trust 76.4% (↓ 2.6%)

<30	62.1%	↑	30-39	57.8%	↑
40-49	69.7%	↓	50-59	77.5%	↓
60+	86.3%	↓			



Female Veteran Trust 71.0% (↓ 1.3%)

<30	74.2%	↑	30-39	62.5%	↑
40-49	62.3%	↓	50-59	74.6%	↓
60+	83.7%	↑			



Trust by Race and Ethnicity

*Data from VHA Outpatient Survey

American Indian or Alaskan Native	85.7%	↓	Native Hawaiian or Pacific Islander	88.0%	↑	Hispanic or Latino	91.3%	↓
Asian	91.3%	↓	White	91.9%	↓	Not Hispanic or Latino	91.6%	↓
Black or African American	90.0%	↓						

VA-WIDE CUSTOMER EXPERIENCE DRIVERS



EASE
70% (↓ 2.0%)



EFFECTIVENESS
75% (↓ 2.0%)



EMOTION
73% (↓ 2.0%)



**EMPLOYEE
HELPLESSNESS**
9.0 ↓



**EQUITY AND
TRANSPARENCY**
9.1 ↓



QUALITY
9.3 ↓



SATISFACTION 9.4 —



SIMPLICITY
9.0 —



SPEED
8.7 ↓

TOP COMPLIMENTS*



- ✓ Quality of Care
- ✓ Cleanliness of Facility
- ✓ Interactions with Staff
- ✓ Specialty Care Satisfaction
- ✓ Ear Clinic Services

TOP CONCERNS*



- ✗ Scheduling an Appointment for Initial Visit
- ✗ Scheduling an Appointment
- ✗ Appointment Cancellation by VA
- ✗ Accuracy of Mail Order Prescription Addresses
- ✗ General MISSION Act Feedback

APPOINTMENTS

63.3% (↓ 3.1%)

MISSION ACT

44.0% (↓ 3.1%)

MAIL ORDER PRESCRIPTIONS

81.4% (↓ 0.2%)

*Concerns and compliments from VA Health Care Outpatient Surveys

*Arrow and change is compared to last quarter's trust report

KEY: ↑ positive, ↓ negative, or — neutral.

VA CALL CENTER EXPERIENCE



Trust

"I understood the information provided by the [Agent]." **7.4** ↓



Simplicity/Speed

"I waited a reasonable amount of time to speak to a [Agent]." **8.1** ↓



Efficiency/Speed

"The [Agent] took a reasonable amount of time to address my need." **8.0** ↓



Employee Helpfulness

The [Agent] I interacted with was helpful." **8.6** ↓



Quality

The issue that I contacted [Contact Center] about on [Call Date] was resolved." **7.3** ↓



Satisfaction

"I am satisfied with the service I received from the [Contact Center]." **7.7** ↓

VSIGNALS SURVEY DATA

2016 - Present



45,301,790

VSIGNALS Surveys Sent (total)



7,729,906

VSIGNALS Surveys Received (total)



2,668,941

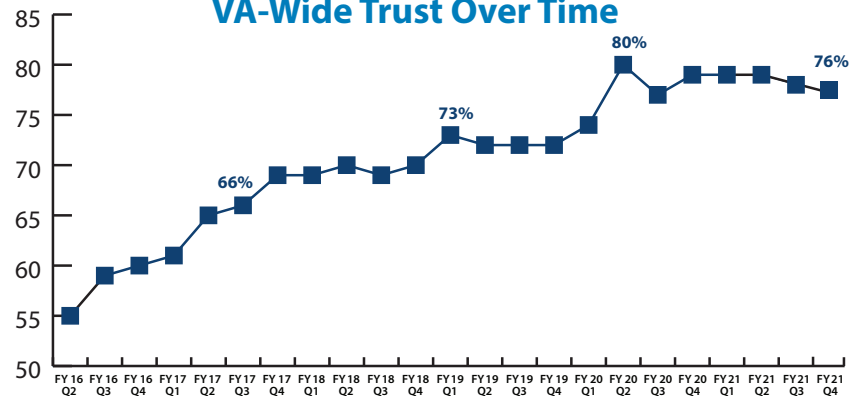
Free-Text Responses (total)



95

Active VSIGNALS Surveys

VA-Wide Trust Over Time



COVID-19 SURVEY SUMMARY



CONFIDENCE/TRUST

90.7% (↓ 1.1%)



QUALITY

91.4% (↓ 1.7%)



EASE/SIMPLICITY

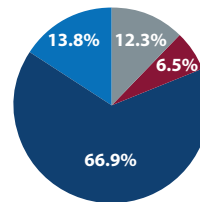
61.0% (↓ 1.8%)



EMPLOYEE HELPLESSNESS

90.3% (↓ 2.9%)

PREFERENCE OF CARE



VIDEO
TELEHEALTH
12.3%

PHONE
6.5%

IN-PERSON
66.9%
NO
PREFERENCE
13.8%

Top 3 Reasons for Getting Vaccinated



84.9%

IT'S THE BEST WAY TO
PREVENT ME FROM GETTING
SICK FROM COVID-19

62.8%

IT'S THE BEST WAY TO
PREVENT OTHERS FROM
GETTING COVID-19

43.6%

IT WILL CONTRIBUTE TO
ENDING THE COVID-19
PANDEMIC

1,973 Veterans responded to a COVID-19 Survey from July 1 – September 30, 2021. These include Veterans who have had in-person or telehealth outpatient appointments during COVID-19, and who have not had an appointment in the past 30 days.

KEY: ↑ positive, ↓ negative, or — neutral.



U.S. Department
of Veterans Affairs

For more information on
how **VA measures trust**
visit www.va.gov/Trust

Download the **VA Welcome Kit** www.va.gov/welcome-kit/

Subscribe to **#VetResources** www.va.gov/vetresources/

Veterans Crisis Line: 1-800-273-8255, Press 1

VA is here for you. Call 1-800-MyVA411 or visit www.va.gov/contact-us/